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Product Description

Product Number: 4201.21.15

FRONT END

Effective Date: July 1, 2013
Revision Date: April 5, 2014
Product Owner: Tax Commission
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This group of systems is used to capture data from documents as they arrive at the Tax Commission. They are identified as key applications in the SLA due to the dependence other applications have on this group of systems performing their function properly.

The remainder of this document provides information unique to this application. Please refer to the Application Maintenance and Enhancement product description for more general information that applies to all applications supported by DTS-Tax.

The hours of support required for Front End Processes are listed below.

Application	Support Hours	Days of Week
<i>Production Support</i>	8:00 a.m. to 5:00	Monday - Friday
<i>On-Call Support</i>	On request at cost	As required to support seasonal double shifts

Product Features and Descriptions

Feature	Description
Remittance Processing	Includes NCR 7770 remittance processing hardware coupled with software from Wausau that is used to process all checks and some coupon-size return documents. An upgrade of this system will occur during FY15. This upgrade will involve replacing the NCR 7770's and an upgrade of the Wausau software to the latest version. Primary support is provided by Wausau under a formal maintenance agreement, although this often requires some assistance from DTS staff as well (mostly infrastructure staff). Data is passed to respective systems.

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High Speed Scanning	Includes Scan-Optics open track scanners and J&B software that is used to process most return documents. Kofax software is being implemented to replace the J&B software. All tax types will be complete by Dec. 2014. Images are captured, data is lifted or keyed from image, and exceptions routed for manual intervention. Data and images are eventually passed to their respective processing systems.
Uptime	<p>All Front End applications need to be up and operational during the hours that the Tax Commission is open for business.</p> <p>Production Support M-F 8:00 a.m. to 5:00 p.m.</p> <p>Front End production online applications available with DTS Production Support staff available – application developer(s), DBA, servers, desktop support, printer support, Help Desk</p>
	<p>High Speed Scanning need to be up and operational for seasonal double shifts as requested.</p> <p>On-Call Support On request at cost</p> <p>High Speed Scanning production online application available seasonally for double shifts with DTS On-Call Support staff available – application developer(s).</p>

Features Not Included

Feature	Explanation
User Training	DTS support does not include the updating of user training manuals or user training.
Application Help Desk	DTS support does not include a front-line application help desk. This is handled by Processing division staff.

Ordering and Provisioning

Users and/or DTS support personnel report application bugs and desired features or enhancements in TestTrack using SoloSubmit. These are then discussed and prioritized in a formal Priority process.

The Priority Committee is comprised of representatives from the Tax Commission Administration Division (with Business Analysts representing Processing and Auditing Divisions), Taxpayer Services Division, Motor Vehicle Enforcement Division, Division of Motor Vehicles and DTS/Tax. The Committee meets weekly to discuss new requests and reported bugs, prioritize them and assign them either to the current release or a future release.

DTS Responsibilities

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Accept primary responsibility for the software as configured High Speed Scanning. Work with the agency to make requested changes and support day-to-day operations.

Work with Wausau or their authorized representative as needed for Remittance Processing. Only application maintenance staff time will result in additional charges.

Agency Responsibilities

Maintain the contractual relationship with Wausau, Kofax, and J&B for support, and pay any associated charges.

Include DTS in all planning associated with these systems even when work will be performed by the contracted supplier.

DTS Service Levels and Metrics

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Hours of operation for Front End application on-line operations are from 7:00 a.m. to 5:00 p.m. Monday through Friday. Batch processing windows vary during the month and are coordinated through the change management process within DTS-Tax.

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
FrontEnd	99%

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – Attempt Warm Transfer	90%

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Urgent priority – Immediate Warm Transfer	95%
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First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied

Customer Satisfaction Target